



Docket No.: 1584.1003

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

7/A  
SMC  
1/27/04

In re the Application of:

Robert EILBACHER, et al.

Serial No. 09/490,065

Group Art Unit: 2742

Confirmation No. 6692

Filed: January 24, 2000

Examiner: Harry S. Hong

For: APPARATUS AND METHOD FOR MONITORING AND ADAPTING TO  
ENVIRONMENTAL FACTORS WITHIN A CONTACT CENTER

AMENDMENT

RECEIVED

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

JAN 09 2004

Technology Center 2600

Sir:

This is in response to the Office Action mailed July 1, 2003, and having a period for response set to expire on October 1, 2003. A Petition for a three-month extension of time, together with the requisite fee for same, is submitted herewith, thereby extending the period for response to January 1, 2003. The following amendments and remarks are respectfully submitted.

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S&H Form: (10/03)

## REPLY/AMENDMENT FEE TRANSMITTAL

		Attorney Docket No.	1584.1003	
		Application Number	09/490,065	
		Filing Date	January 24, 2000	
		First Named Inventor	Robert EILBACHER, et al.	
		Group Art Unit	2742	
AMOUNT ENCLOSED	950.00	Examiner Name	Harry S. Hong	

### FEE CALCULATION (fees effective 10/01/03)

CLAIMS AS AMENDED	Claims Remaining After Amendment	Highest Number Previously Paid For	Number Extra	Rate	Calculations
TOTAL CLAIMS	24	- 22 =	0	X \$ 18.00 =	\$ 0.00
INDEPENDENT CLAIMS	12	- 12=	0	X \$ 86.00 =	0.00
Since an Official Action set an <u>original</u> due date of <u>October 1, 2003</u> , petition is hereby made for an extension to cover the date this reply is filed for which the requisite fee is enclosed (1 month (\$110); 2 months (\$420); 3 months (\$950); 4 months (\$1,480); 5					950.00
If Notice of Appeal is enclosed, add (\$330.00)					0.00
If Statutory Disclaimer under Rule 20(d) is enclosed, add fee (\$110.00)					0.00
Information Disclosure Statement (Rule 1.17(p)) (\$180.00)					
Total of above Calculations =					\$ 950.00
Reduction by 50% for filing by small entity (37 CFR 1.9, 1.27 & 1.28)					
TOTAL FEES DUE =					\$ 950.00

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- (1) If entry (1) is less than entry (2), entry (3) is "0".
- (2) If entry (2) is less than 20, change entry (2) to "20".
- (4) If entry (4) is less than entry (5), entry (6) is "0".
- (5) If entry (5) is less than 3, change entry (5) to "3".

### METHOD OF PAYMENT

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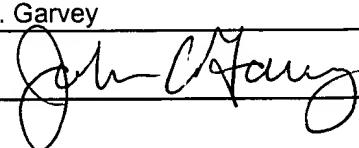
- Check enclosed as payment.
- Charge "TOTAL FEES DUE" to the Deposit Account No. below.
- No payment is enclosed and no charges to the Deposit Account are authorized at this time (unless specifically required to obtain a filing date).

### GENERAL AUTHORIZATION

- If the above-noted "AMOUNT ENCLOSED" is not correct, the Commissioner is hereby authorized to credit any overpayment or charge any additional fees necessary to:
 

Deposit Account No.	19-3935
Deposit Account Name	STAAS & HALSEY LLP
- The Commissioner is also authorized to credit any overpayments or charge any additional fees required under 37 CFR 1.16 (filing fees) or 37 CFR 1.17 (processing fees) during the prosecution of this application, including any related application(s) claiming benefit hereof pursuant to 35 USC § 120 (e.g., continuations/divisionals/CIPs under 37 CFR 1.53(b) and/or continuations/divisionals/CPAs under 37 CFR 1.53(d)) to maintain pendency hereof or of any such related application.

### SUBMITTED BY: STAAS & HALSEY LLP

Typed Name	John C. Garvey	Reg. No.	28,607
Signature		Date	1-2-04

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